

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below) or an original first and joint inventor (if only one name is listed below).

names are listed belo	ow) of the subject	matter which is	claimed and for which a patent is sough	t on the invention entitled
METHOD, SYSTEM	M, AND PROGR	AM FOR CUSTO	OMER SERVICE AND SUPPORT MA	NAGEMENT
the specification of v	which (check one)		
X is attached hereto was filed on as Application Sea and was amended	rial No		(if applicable).	
I hereby state that I I by any amendment r		d understand the o	contents of the above identified specific	ation, including the claims, as amended
I acknowledge the de Section 1.56.	uty to disclose in	formation which i	s material to patentability as defined in	Title 37, Code of Federal Regulations,
application(s) for par country other than th	tent or inventor's ie United States,	certificate, or Sec listed below and h	United States Code, Section 119(a)-(d) tion 365(a) of any PCT International appare also identified below any foreign a ing date before that of the application o	oplication which designated at least one pplication for patent or inventor's
Prior Foreign Applic	eation(s)		Prior	rity Claimed
None (Number)	(Country)	YeYeYe	es _No (ear Filed)	
PCT International ap this application is no paragraph of Title 35 patentability as defin	oplication designant disclosed in the 5, United States Coted in Title 37, C	ating the United S prior United Stat Code, Section 112, ode of Federal Re	Code, Section 120 of any United States tates, listed below and, insofar as the su es or PCT International application in the I acknowledge the duty to disclose infogulations, Section 1.56, which occurred date of this application:	bject matter of each of the claims of the manner provided by the first formation which is material to
None	1) (1711)			
(Application Serial N	No.) (Filing D	ate) (Status) (patented, pending, abandoned)	•

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.



POWER OF ATTORNEY: David W. Victor, Reg. No. 39,867; William K. Konrad, Reg. No. 28,868; Gary D. Mann, Reg. No. 34,867; Alan S. Raynes, Reg. No. 39,809; and Richard K. Yoon, Reg. No. 42,247 Send correspondence to: Richard K. Yoon, Esq. 315 South Beverly Dr., Ste. 210 Beverly Hills, CA 90212 Direct all telephone calls to Richard Yoon at (310) 557-2292 FULL NAME OF INVENTOR ONE: Andy Ming Lee March 30, 2001 **INVENTORS SIGNATURE:** RESIDENCE: 1569 S. Westridge Drive, West Covina, CA 91791 CITIZENSHIP: U.S.A. POST OFFICE ADDRESS: same as residence FULL NAME OF INVENTOR TWO: Hsyh-Min Hsu DATE: March 30, 200/ **INVENTORS SIGNATURE:** RESIDENCE: 20568 E. Oak Meadow Lane, Diamond Bar, CA 91765 CITIZENSHIP: U.S.A. POST OFFICE ADDRESS: same as residence

FULL NAME OF INVENTO	R THREE: Paul	Hao				
INVENTORS SIGNATURE:	Fant	the	DATE:	March	30,2001	
RESIDENCE: 3430 Castleford	Place, Rowland H	leights, CA 91748				
CITIZENSHIP: U.S.A.						
POST OFFICE ADDRESS: sar	ne as residence					



FULL NAME OF INVENTOR FOUR: Shyh-Tyng Edward Sun			
INVENTORS SIGNATURE:	DATE:		
RESIDENCE: 20518 E. Oak Meadow Lane, Diamor	nd Bar, CA 91765		
CITIZENSHIP: Republic of China			
POST OFFICE ADDRESS: same as residence			

FULL NAME OF INVENTOR FIVE: Tracy Tseng				
INVENTORS SIGNATURE: Tracy Tsena	DATE: March 30, 2001			
RESIDENCE: 9209 Conifer Lane #G, Rancho Cucamonga, CA 91730				
CITIZENSHIP: U.S.A.				
POST OFFICE ADDRESS: same as residence				





DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name:

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I believe I am the original, first and sole inventor (if or names are listed below) of the subject matter which is	nly one name is listed below) or an original, first and joint inventor (if plural claimed and for which a patent is sought on the invention entitled
METHOD, SYSTEM, AND PROGRAM FOR CUST	OMER SERVICE AND SUPPORT MANAGEMENT
the specification of which (check one)	
X is attached hereto. was filed on as Application Serial No and was amended on	
I hereby state that I have reviewed and understand the by any amendment referred to above.	contents of the above identified specification, including the claims, as amended
1 acknowledge the duty to disclose information which section 1.56.	is material to patentability as defined in Title 37, Code of Federal Regulations,
country other than the United States, listed below and l	United States Code, Section 119(a)-(d) or Section 365(b) of any foreign ction 365(a) of any PCT International application which designated at least one have also identified below any foreign application for patent or inventor's ling date before that of the application on which priority is claimed:
Prior Foreign Application(s)	Priority Claimed
None Your (Number) (Country) (Day/Month/)	es _No Year Filed)
this application is not disclosed in the prior United State paragraph of Title 35, United States Code, Section 112 patentability as defined in Title 37, Code of Federal Reapplication and the national or PCT international filing	Code, Section 120 of any United States application(s) or Section 365(c) of any tates, listed below and, insofar as the subject matter of each of the claims of ics or PCT International application in the manner provided by the first, I acknowledge the duty to disclose information which is material to igulations, Section 1.56, which occurred between the filing date of the prior date of this application:
None None	

None			
(Application Serial No.)	(Filing Date)	(Status) (patented, pending, abandoned)	

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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	MILLECATION
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CITIZENSHIP: U.S.A.	
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FULL NAME OF INVENTOR FIVE: Tracy T	eng	
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